

GRAND TRAVERSE COUNTY

COMMISSION  
*On* AGING



*Caring for those who cared for you.*

2011 ANNUAL REPORT TO THE COMMUNITY

*Thank you so much for all the great services I receive.*

Bless you & thank you.

*What a blessing the Grand Traverse  
Commission on Aging is to the seniors in this area.*

I really appreciate it.



## 2012 GRAND TRAVERSE COUNTY BOARD OF COMMISSIONERS

Larry Inman, Chair  
Larry Fleis, Vice-Chair

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Robert D. Hentschel  
Herbert Lemcool  
Christine Maxbauer  
Ross Richardson  
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Addison (Sonny) Wheelock, Jr.

## 2012 GRAND TRAVERSE COUNTY COMMISSION ON AGING BOARD MEMBERS

### OFFICERS

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Steve Chapman  
Stacey Lee Isles  
Michelle Mercer  
James Pascoe  
Melanie Stanton  
Shirley Zerafa



*Curt B. from the home chore department  
consults with a client.*



*Thanks for your kind help.*

### **MISSION STATEMENT**

The mission of the Grand Traverse County Commission on Aging is to offer home and community based services to maintain and improve the quality of life for resident senior citizens.

### **VISION STATEMENT**

The Grand Traverse County Commission on Aging will continue to be an organization widely recognized and highly regarded in the community, funded by the citizens of Grand Traverse County (Millage), fees, and endowment funding. This will be achieved by providing and supporting services that will help maintain a high quality of life for resident senior citizens and enable them to remain in their homes, and active in the community.

The Commission on Aging will promote wellness and provide health education to resident senior citizens and will be a leader in Grand Traverse County, providing services, activities, information and referrals

*I want you to know that I am happy,*  
amazed at the work the Commission on Aging does,  
and thank you from the bottom of my heart.



*Thanks so much for  
the baskets of bounty*

– they are so  
useful and much  
appreciated.

## ABOUT THE COMMISSION ON AGING

- The Commission on Aging was organized in 1975.
- Our main goal is to provide services that help senior citizens remain living safely at home and to provide recreational and educational opportunities for senior citizen residents.
- For the safety of our clients, all staff are fingerprinted, drug tested and have local and Department of Human Services background checks before hiring.
- In 2011, the Traverse City Senior Center merged with the Commission on Aging and the development of a senior center network was initiated.
- The Traverse City Senior Center offers educational and recreational programming, as well as a daily nutritional meal.
- Family members and other caregivers benefit from Commission on Aging service coordination and information provided.
- The Commission on Aging works closely with other organizations to provide quality and coordinated care.
- The Commission on Aging is governed by a fifteen-member volunteer board, the majority of whom are senior citizens 60 years of age or older. All members are appointed by the Grand Traverse County Board of Commissioners.
- Activities are overseen by Grand Traverse County Board of Commissioners.
  - The Commission on Aging is funded, almost solely, by a small local millage (0.5 mills—In Home Services, 0.1 mill—Senior Center Network).
- The Commission on Aging is a tax-exempt organization.
- The Commission on Aging has an endowment fund that was established with the Grand Traverse Regional Community Foundation in 1999.



*Danielle D., office clerical staff*



*Traverse City Senior Staff (from left) Ericca H., Lori W., Brandy H., and Sharon N.*





*Georgia Durga, GTCOA Director*

## Dear Taxpayers, Friends, and Supporters of the Commission on Aging,

In July 2011, the Traverse City Senior Center merged with the Grand Traverse County Commission on Aging as a result of an intergovernmental agreement between the City of Traverse City and Grand Traverse County. The merge was made possible by the voters of Grand Traverse County, who supported a 0.1 mill levy for the development and expansion of a senior center network. The network was designed with the goal of making senior center programming accessible to senior citizens living in all parts of the county.

Senior Center Director, Lori Wells, was given the task of expanding the current senior center network. With the support and guidance of the Commission on Aging Board, a multi-year plan was developed to open satellite centers at strategic locations within the county. Programming would be tailored to the wants and needs of the members at each location.

The process started with the hiring of a new staff member, Sharon, who immediately began developing satellite centers. In 2011, two satellite centers were opened - one in Kingsley, at The Rock, and one in Interlochen, at Golden Fellowship Hall. Both sites were created through partnerships with local

groups. In Kingsley, The Rock organizers welcomed senior center programming and a partnership was formed. In Interlochen, Green Lake Township and the Interlochen Library both played important roles in the opening of that center. Expansion to other areas within the county will continue in 2012, with the proposed opening of an additional two centers.

The senior center network is just one of the many services provided by dedicated staff members who care deeply about their clients and members, and who go above and beyond their normal tasks each day. Fifteen board members bring a wealth of knowledge and experience to the Commission on Aging. They donate hundreds of hours of time each year.

I could not close without thanking the taxpayers of Grand Traverse County for their support and encouragement. It is greatly appreciated

Georgia Durga  
Director



*GTCOA CHAIR James McGee (left) awards grant funding to Kingsley area retirees.*

## COMMISSION ON AGING 2011 ACCOMPLISHMENTS

### TRANSPORTATION ASSISTANCE

Due to the generous contribution of an anonymous donor, the Commission on Aging was able to reinstate transportation assistance as follows – 1.) Bay Area Transportation Authority (BATA) bus passes, sold at reduced rates, to resident senior citizens, and, 2.) Transportation discount coupons to resident senior citizens, at reduced rates, to be used for rides from local vendors including taxi cab, home health care and other transportation companies.

### FUNDING TO COMMUNITY ORGANIZATIONS

The Commission on Aging awarded \$ 53,731 in millage funds to community organizations for senior citizen services as follows: Meals on Wheels - \$30,000, Area Agency on Aging of Northwest Michigan - \$7,131, Catholic Human Services Senior Companion program - \$10,000, Village of Fife Lake (Fife Lake Senior Center) - \$1,200, Long Lake Township (Long Lake Senior Center) - \$1,200, Paradise Township (Kingsley Area Retirees) - \$1,200, Traverse City Senior Center (Project Fresh) - \$2,000.

### COMMUNITY AWARENESS

Worked to keep Grand Traverse County taxpayers informed about the operations of the Commission

on Aging and how tax dollars are being spent through distribution of our annual report, informational newspaper articles and news releases, newsletter publication, and WTCM Public Service Announcements campaign, television stories.

### TRAVERSE CITY SENIOR CENTER MERGER

July 1, 2011, the Traverse City Senior Center merged with the Grand Traverse County Commission on Aging as the result of an intergovernmental partnership between the City of Traverse City and Grand Traverse County.

### SENIOR CENTER NETWORK

The Senior Center Network was expanded thanks to the support of the voters, who passed a millage (0.1 mills) specifically to be used for the Senior Center Network. A five-year plan was developed for expansion of the Network to strategic areas of Grand Traverse County.

### TWO SATELLITE SENIOR CENTERS WERE OPENED IN 2011 -

Kingsley, at The Rock  
Interlochen, at Golden Fellowship Hall



MEMBERS of the Grand Traverse County Commission on Aging board are (front row, from left) Steve Chapman, Shirley Zerafa, Michelle Mercer, James McGee, board chairman; Sandra Busch and Stacey Lee Isles. Back row: Georgia Durga, agency director; Susan Castle, Melanie Stanton, Ralph Soffredine, Shawn Burt, Mary Andrews, Rodetta Harrand, James Pascoe, and Cyndie F., COA office specialist. (Not pictured: Christine Maxbuer, county commissioner; and Al Pedwaydon.



## CLIENTS SERVED IN 2011—In Home Services

PROGRAM	CLIENTS	HOURS/UNITS OF DIRECT SERVICE
Information & Referrals	30,968	30,968
Homemaker Aide	860	16,376
Home Health Care	196	8,308
Home Chore	1,044	10,476
Respite Care	110	7,024
Client Assessments	2,246	2,246
Foot Care	2,518	2,518
Personal Emergency Response Units	713	6,000
Cell Phones	21	21
Holiday Gift Baskets	104	104
Senior Assistance	143	223
Grab Bars	86	86
Loan Closet	215	215

## 2011 TOWNSHIP REPORT—In Home Services

TOWNSHIP/CITY	CLIENTS SERVED	HOURS OF SERVICE
Acme	68	2,507
Blair	122	2,919
City of Traverse City	552	16,116
East Bay	165	6,462
Fife Lake	53	1,322
Garfield	739	25,417
Grant	18	953
Green Lake	95	3,092
Long Lake	73	2,116
Mayfield	17	443
Paradise	77	1,689
Peninsula	115	3,968
Union	6	533
Whitewater	24	725
TOTALS	2,124	68,262

## CLIENT PROFILE

Total unique clients served: 2,124

Average client age:  
80 years

Average Annual Client Income:  
Single—\$ 18,936  
Couple—\$29,304

## 2011 FINANCIAL REPORT—In Home Services

### REVENUE

<b>TOTAL</b>	<b>\$ 2,598,625</b>
Millage	\$ 2,089,234
Charges for Services	\$ 186,933
Fund Balance	\$ 201,983
Interest Earned	\$ 22,303
Local Grant	\$ 16,329
Contributions & Memorials	\$ 80,726
Other	
(Sales of fixed assets, reimbursements)	\$ 1,117

### EXPENDITURES

<b>TOTAL</b>	<b>\$2,598,625</b>
Personnel Expenses	
Salary and benefits	\$ 1,844,850
Commodities	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 123,538
Contractual Services	
Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 387,634
Other Charges	
Advertising, equipment repair, building rent, employee training, utilities (garage), vehicle repairs, insurance, funds to outside agencies (Area Agency on Aging, Senior Centers, Home Delivered Meals, Senior Companion, Project Fresh)	\$ 216,191
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 26,412

### ANNUAL AUDIT

The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The audit was conducted by Rehmann Robson for year 2010.

*Thanks for the  
foot care program*  
and for the lovely  
care givers who make  
our feet happy!



## 2011 FINANCIAL REPORT—Senior Center Network

### REVENUE

<b>TOTAL</b>	<b>\$ 432,933</b>
Millage	\$ 398,195
Charges for Services, Sponsorships, Sales, Commissions	\$ 28,780
Fund Balance	\$ 0
Interest Earned	\$ 0
Local Grant	\$ 0
Contributions & Memorials	\$ 5,958
Other	
(Sales of fixed assets, United Way, reimbursements)	\$ 0

### EXPENDITURES\*

<b>TOTAL</b>	<b>\$ 160,047</b>
Personnel Expenses	
Salary and benefits	\$ 52,747
Commodities	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 17,569
Contractual Services	
Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 39,323
Other Charges	
Advertising, equipment repair, building rent, employee training, utilities (garage), vehicle repairs, insurance, funds to outside agencies (Area Agency on Aging, Senior Centers, Home Delivered Meals, Senior Companion, Project Fresh)	\$ 54,408
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 0

\* One half year expenses due to official merge start date July 1, 2011.

### ANNUAL AUDIT

The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The audit was conducted by Rehmann Robson for year 2010.

*Thank you again*  
for the wonderful  
services you offer  
to the elderly.

## 2012 STAFF MEMBERS

### DIRECTOR

Georgia Durga

### DEPUTY DIRECTORS

Hollie DeWalt, In-Home Services  
Lori Wells, Senior Center Network

### SUPERVISORS

Jill C., Program Supervisor  
Emily R., RN, Nursing Supervisor

### OFFICE STAFF

Cyndie F., Office Specialist  
Lana P., Office Specialist  
Danielle G., Office Clerk

### ASSESSMENT AIDE

Shayeann G., CNA, Assessment  
Specialist

### FOOT CARE NURSES

Nancy I., LPN  
Pat M., RN

### HOME CHORE CREW

Curt B.  
Norm M.  
Dean D.  
Kevin J.  
Richard R.  
Jim M.  
Don S.

## MEMBERSHIP

The Commission on Aging was a member of, or participated in the following organizations and programs:

AARP Driver Safety  
AARP Tax Preparation  
Aging and Disability Resource Center Planning Group  
Alzheimer's Memory Walk  
Area Agency on Aging Board  
Bay Area Senior Advocates (BASA)  
Bay Area Transportation Authority Local Advisory Board (BATA)  
Camp 911  
Grand Traverse Area Parkinson's Support Group  
Grand Traverse Senior Support Team  
Michigan Association of Information & Referral Specialists  
Michigan Association of Senior Centers  
Michigan Directors of Services to the Aging (MDSA)  
National Cherry Festival  
Northwest Michigan Volunteer Administrators Association  
Northwestern Michigan College BBQ Board & BBQ  
Parkinson's Summer Forum  
Porterhouse Productions Community-Wide Halloween Party  
Region Ten Senior Games & Committee  
Senior Expo (BASA)

## MEMBERS SERVED IN 2011—Senior Center Network

### MEMBERSHIPS

New	903
Renewed	1,545
Total	2,448

### PROGRAM PARTICIPANTS\*

Interlochen	460
Kingsley	1,203
Traverse City	34,612

*\*Participation can be duplicated.*

### MEMBER PARTICIPATION

Interlochen*	260
Kingsley*	447
Traverse City*	10,195
TOTAL UNDUPLICATED	5,668

*\*Participation can be duplicated*

### NON-MEMBER PARTICIPATION

Interlochen	112
Kingsley	42
Traverse City	3,454
TOTAL	3,608





*Julie D., CNA, home  
health care respite staff*

## 2012 STAFF MEMBERS

### HOME HEALTH AND RESPITE AIDES

Kelly C., CNA  
Susan P., CNA  
Julie D., CNA  
Lisa P., CNA  
Karen F., CNA  
Dorothy S., CNA  
Christine M., CNA  
Brenda V., CNA  
Liza P., CNA  
Rhonda Y., CNA

### HOMEMAKER AIDES

Patti B.  
Karen R.  
Chris C.  
Carla S.  
Cindy D.  
Phyllis W.  
Cindy K.  
Olivia W.  
Tracy M.  
Karen Z.  
Connie N.  
Melissa Z.  
Erica R.

### SENIOR CENTER

Brandy H., Senior Center Clerk  
Ericca H., Program Coordinator  
Sharon N., Outreach Coordinator





*Caring for those who cared for you.*

Grand Traverse County Commission on Aging  
520 West Front Street, Suite B  
Traverse City, MI 49684  
In Home Services 877.686.4688 or 231.922.4688  
gtcoa@grandtraverse.org • www.grandtraverse.org  
Senior Center Network 231.922.4911  
lwells@grandtraverse.org



*I'm very grateful for all the nice people.*